

DEPARTMENT: Various

REPORTS TO: Various

SUPERVISES: None; May serve as lead worker over other administrative support staff.

DEFINITION:

Performs a variety of moderately difficult to complex administrative support activities to contribute to efficient office operations requiring a thorough understanding of department and City programs and procedures.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant II classification is the second level within the Administrative Assistant classification series. It is distinguished from the Administrative Assistant III classification by the absence of on-going leadworker responsibility and/or the responsibility to perform less complex and comprehensive administrative support duties.

The Administrative Assistant II classification is distinguished from the Administrative Assistant I classification by the greater variety and higher complexity of duties assigned, the necessity to exercise judgment on non-routine matters and the lesser degree of supervision received.

A variety of moderately difficult to complex tasks are performed within generally defined procedures and are reviewed periodically for accuracy, adherence to established policies and procedures, quality and thoroughness. Work is performed under general supervision and assistance is readily available from supervisor(s). This classification is expected to function independently in daily tasks. The Administrative Assistant II is required to use judgment on non-routine matters. Problems are identified and solved and unusual/complex problems are referred to a supervisor or specialist. Typically supports department staff and upper-level management.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Provides customer service and/or reception support to internal and external customers.

- Responds to inquiries, in person and by telephone.
- Provides routine, non-routine and technical information regarding City, department and/or program area.
- Collects information regarding more complex inquiries and refers to appropriate person for follow-up as necessary.
- Greets and directs visitors.

Provides the full range of administrative support using computer software skills.

- Composes and types routine and non-routine documents including letters, memos, minutes and other material from draft, dictation or general instructions.

- Proofreads and edits documents, presentation materials, brochures and other materials for grammar, clarity, punctuation and spelling; Examines documents for completeness and accuracy; May correct errors in basic math, names, addresses or other data.
- Enters data into computer system from a variety of documents.
- Creates templates, macros, presentation materials, slides, charts and graphics.
- Develops and maintains databases for tracking departmental/program information; Creates and produces reports from database as required and necessary.
- May train staff in the use of computer macros, templates, software, data entry procedures, hardware, as well as City/department/division rules and regulations.

May provide budget and/or management plan support.

- Coordinates and assembles information for creation/update of documents.
- Researches and tracks information throughout the year.
- Enters data and generates reports for management information and review.

May support department/program in purchasing function.

- Tracks, orders and maintains office supplies.
- Initiates purchase requisitions and completes account coding on documents.
- Distributes purchase orders.
- Tracks department payments.
- May train others on the City's purchasing system.

Provides general administrative support.

- Coordinates meetings, calendars and/or travel arrangements; Resolves conflicting demands.
- Processes and distributes incoming and outgoing mail.
- Coordinates appointments, meetings and/or travel arrangements; Notifies personnel of itineraries and appointments.
- Serves as administrative support to a variety of groups and committees; Prepares agendas and supporting materials; Takes and transcribes minutes; Conducts follow-up; Prepares and posts public meeting notices.
- Acts as project coordinator on work assignments.
- Assists in developing general office procedures and processes.
- Coordinates materials for distribution.
- Photocopies and faxes documents.
- Processes a variety of moderately difficult to complex paperwork including expense reports, petty cash requests, TARs, purchase orders, invoices, etc.
- Creates and maintains electronic and manual filing systems; Enters and retrieves information from filing systems; Produces complex reports from data.
- Coordinates or participates in the coordination of various inter-departmental and public matters such as material or information exchanges between departments, court schedules, building maintenance, etc.
- Collects and compiles data; Prepares standard forms, reports, requisitions and vouchers.

#### OTHER JOB FUNCTIONS

Provides backup support to other administrative support staff as needed.

Performs other related duties as assigned.

#### WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. May be required to lift office supplies and equipment weighing up to 25 lbs.

#### QUALIFICATIONS:

##### Knowledge of:

- Thorough knowledge of office practices, procedures and equipment.
- Standard business English composition, spelling, grammar and punctuation.
- Intermediate to advanced level knowledge of word processing, database and spreadsheet software.

##### Ability to:

- Operate standard office equipment such as microcomputer, transcriber, typewriter and ten key.
- Maintain filing and recordkeeping systems.
- Prepare complex reports, correspondence, and records.
- Learn, apply and explain in detail the City and departmental policies and procedures.
- Work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- Communicate effectively, both orally and in writing.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D. and three to five years of related work experience.

##### Licenses, Certificates, and Other Requirements

A valid driver's license may be required for some positions in this classification.  
May require specialized certification depending on job assignment.